

6 OFF-LINE

POLICIES

While POS is off-line, the following records will be kept manually:

- Type of fare sold
- Prepaid media collected or viewed
- Refunds – No Frequent User Ticket Book Refunds
- Sailing statistics

All information recorded while POS is off-line will be entered into POS prior to the close of the sales day.

Receipts will be issued for transactions. When POS is off-line, Sellers will issue receipts using **ARCS issued Form 990** (Form 21).

If POS becomes inoperable:

1. Users complete the current function using off-line sales procedures as described in this section.
2. Users **immediately** report POS inoperable to on-duty Terminal Agent or the POS System Administrator if no Agent is on-duty.
3. If unable to return POS to normal operation, Terminal Agents contact POS System Administrator.

Do not reboot a POS device unless directed to do so by the POS System Administrator.

The POS Quick Reference Flow Chart provides easy instructions on what to do when POS becomes inoperable. Detailed procedures are provided in this section for:

- Recording Off-Line Data 6.1
- Off-Line Seller Functions 6.2
- Off-Line Ticket Taker Functions 6.3
- Off-Line Statistics Flagger Functions 6.4
- Off-Line Terminal Agent Functions 6.5

6.1 RECORDING OFF-LINE DATA

When POS is inoperable, manual records of each transaction are recorded. When POS becomes operable, the off-line records are entered into the system to update POS records.

Below are instructions for using Inventory Form 990 - Receipt (Form 21), the Off-Line Reporting Envelope (Form 22) and tips for entering off-line data.

6.1.1 USING THE RECEIPT AND OFF-LINE REPORTING ENVELOPE

- Sellers use the Receipt and Off-Line Reporting Envelope to manually record sales data for each departure, whenever POS is inoperable. Customers receive the white copy of the receipt. The yellow copy is retained by the Seller for data entry and is submitted to the Agent with their remit.
 - Any prepared unused receipts are to be marked “Void” and included in the Off-Line Reporting Envelope.
 - Sellers use the Off-Line Reporting Envelope to summarize trip data.
 - Ticket Takers use the Off-Line Reporting Envelope to manually record coupon collection data. Instructions for using the Report appear below. Steps 1, 2, 3 and 7 apply to Ticket Takers.
1. Sellers record individual sales data for each transaction on individual receipts.
 2. Sellers verify the following is written in the upper right hand corner of each Off-Line Charge Account Document (Form 23):
 - Destination
 - Fare Type(s)
 - Fare Total
 - Seller ID
 - Date
 3. Sellers summarize fare types, coupons collected, charge slips, manual bankcard receipts and book sales on the Off-Line Reporting Envelope. See “Note” on the Off-Line Reporting Envelope.

4. As soon as possible after the vessel departs, Sellers calculate the total from the yellow copy for each category and write it on the Off-Line Reporting Envelope.
5. Sellers include the Charge Account Document copies and manual bankcard receipts in the Off-Line Reporting Envelope. Sellers record the total number of charge sales and manual bankcard transactions for the departure in the spaces provided on the Off-Line Reporting Envelope.
6. Sellers include any refund documents for the departure in the Off-Line Reporting Envelope and list the refund total for the departure in the space provided.
7. If POS becomes **operable before shift ends**, Sellers:
 - Enter Off-Line data into POS.
 - **Indicate** on each Reporting Envelope the *data has been entered* into POS.
8. If POS is **inoperable at the end of shift**, Sellers **indicate** on each Reporting Envelope the *data has not been entered* into POS.
9. Sellers submit all Off-Line Reporting Envelopes to Terminal Agent with Seller Remittance.
10. Agents submit all (used and voided) receipts with the Off-Line Envelopes to Internal Control for Off-Line analysis.
11. Internal Control returns all submitted paperwork to the Agents.
12. Agents retain Off-Line Reporting Envelopes with Seller's Remittance Report in the Terminal Remittance File for two fiscal years.

6.1.2 TIPS FOR ENTERING OFF-LINE DATA

Entering off-line data keeps the POS system and station inventory up-to-date.

- Change to OFF-LINE mode before entering off-line data.
- To avoid the confusion of changing back and forth between OFF-LINE SALES and ONLINE SALES modes, enter off-line sales data when there will be no interruptions.
- Decrement to the scheduled sailing time of departure before entering off-line data. Complete data entry for one departure before beginning another.

- Use CASH as the media type (lump sum) for all transactions except charges and bankcards.
- Enter each bankcard and charge sale individually for each departure.
- Enter any refunds.
- When data entry is completed, write initials, date, and time on the bottom of each Off-Line Reporting Envelope.

6.2 OFF-LINE SELLER FUNCTIONS

If POS is inoperable, Sellers record transactions off-line. Sellers enter off-line data into POS when it becomes operable. This section provides instructions for:

- Off-Line Refunds 6.2.1
- POS Inoperable When Seller Shift Starts 6.2.2
- POS Becomes Inoperable During Seller Shift 6.2.3
- POS Becomes Operable During Seller Shift 6.2.4
- POS Inoperable When Seller Shift Ends 6.2.5

6.2.1 OFF-LINE REFUNDS

When POS is inoperable and a customer requests a refund for a single fare:

1. Sellers write refund information on the Ticket Redemption Claim Form (Form 24).
2. Customer signs the form.
3. Sellers refund the appropriate amount.
4. Sellers include the form in the Off-Line Reporting Envelope.
5. As soon as POS becomes operable, Sellers use the OFF-LINE SALES mode to enter lump sum totals by fare type for all refunds. Sellers attach POS-generated receipt(s) to the off-line refund paperwork.
6. If POS is inoperable at the end of the shift, Sellers write the total of all refunds made on the Off-Line Declare Report (see Form 27).
7. Sellers submit all paperwork to the Terminal Agent with Seller Remittance.

8. Agents submit all (used and voided) receipts with the Off-Line Envelopes to Internal Control for Off-Line analysis.
9. Internal Control returns all submitted paperwork to the Agents.
10. Agent retains Off-Line Reporting Envelope and associated documents in the Terminal Remittance File for two fiscal years.

6.2.2 POS INOPERABLE WHEN SELLER SHIFT STARTS

1. Sellers enter Initial Declare information on the Off-Line Declare Report (see Form 25).
2. Receipts and a single Off-Line Reporting Envelope must be used to record sales information for each departure. See *Section 6.1.1* for complete instructions.
3. Sellers record sailing information on the Off-Line Statistics Form (Form 26). Sellers complete a **separate form for each destination**.
4. Sellers submit all Off-Line Reporting Envelopes to Terminal Agent with Seller Remittance at the end of the shift.
5. Agents submit all (used and voided) receipts with the Off-Line Envelopes to Internal Control for Off-Line analysis.
6. Internal Control returns all submitted paperwork to the Agents.
7. Agent retains Off-Line Reporting Envelopes and associated paperwork in the Terminal Remittance File for two fiscal years.

6.2.3 POS BECOMES INOPERABLE DURING SELLER SHIFT

Note: Seller has entered Initial Declare in POS while on-line.

Receipts and a single Off-Line Reporting Envelope must be used to record sales information for each departure. See *Section 6.1.1* for complete instructions.

1. Sellers record sailing information on Off-Line Statistics Form (Form 26). Seller completes a **separate form for each destination**.
2. Sellers submit all Off-Line Reporting Envelopes to Terminal Agent with Seller Remittance at the end of the shift.
3. Agents submit all (used and voided) receipts with the Off-Line Envelopes to Internal Control for Off-Line analysis.

4. Internal Control returns all submitted paperwork to the Agents.
5. Agent retains Off-Line Reporting Envelopes and associated paperwork in the Terminal Remittance File for two fiscal years.

6.2.4 POS BECOMES OPERABLE DURING SELLER SHIFT

1. Sellers select SALES from the POS menu entering Initial Declare information if not entered on-line at start of shift.
2. Sellers enter sales data into POS as usual.
3. Sellers enter off-line sales data in off-line sales mode from the Off-Line Reporting Envelope(s).



To avoid the confusion of changing back and forth between OFF-LINE SALES and ONLINE SALES modes, enter off-line sales data when there will be no interruptions. (Refer to *Section 6.1*)

4. Sellers use “back room” POS device to enter any off-line data not entered by the end of the shift. Seller must enter **all** off-line sales before starting Final Declare.
 - At the end of the shift, Sellers make the Final Declare in the POS device, entering totals for the media in hand. Media types will be out of balance due to off-line lump sum cash entry. Sellers submit all Off-Line Report Envelopes to Terminal Agent with Seller Remittance at the end of shift.
5. Terminal Agent:
 - Reconciles out of balance media types.
 - Agents submit all (used and voided) receipts with the Off-Line Envelopes to Internal Control for Off-Line analysis.
 - Internal Control returns all submitted paperwork to the Agents.
 - Retains Off-Line Reporting Envelopes and associated paperwork in the Terminal Remittance File for two fiscal years.

6.2.5 POS INOPERABLE WHEN SELLER SHIFT ENDS

1. Sellers complete the Off-Line Declare Report (Form 27) when they are unable to enter a Final Declare in POS.
2. Submit the following to Terminal Agent, in addition to Seller Remittance:

- Completed Off-Line Reporting Envelopes with all receipts, including those which are unusable marked “Void”. **“YES” or “NO” must be indicated on the Off-Line Envelope** for Charge Slips and manual bankcard receipts and other media to be entered into POS as lump sum cash.
 - Off-line refund paperwork.
 - Off-Line Declare Report (Form 27).
 - Declare Card (Form 4).
3. Terminal Agent:
- Enters Seller’s off-line data when POS becomes operable (see *Section 6.5.1*)
 - Reconciles out of balance media types for the POS created zero Final Declare. (See *Section 6.5.2*)
 - Agents submit all (used and voided) receipts with the Off-Line Envelopes to Internal Control for Off-Line analysis.
 - Internal Control returns all submitted paperwork to the Agents.
 - Retains Off-Line Reporting Envelopes and associated off-line paperwork in the Terminal Remittance File for two fiscal years.
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6.3 OFF-LINE TICKET TAKER FUNCTIONS

If POS is inoperable, Ticket Takers record collection data off-line. Takers enter off-line data into POS when it becomes operable. This section provides instructions for what to do when:

- POS Inoperable During Ticket Taker Shift 6.3.1
 - POS Becomes Operable During Ticket Taker Shift 6.3.2
 - POS Inoperable When Ticket Taker Shift Ends 6.3.3
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6.3.1 POS INOPERABLE DURING TICKET TAKER SHIFT

When POS is inoperable, Ticket Takers record collected coupons on Off-Line Reporting Envelope. **A separate reporting envelope is used for each departure.**

1. Ticket Takers collect coupons and record data on the Off-Line Reporting Envelope. Ticket Takers record coupons by form type on the appropriate line of the Off-line Reporting envelope.
2. Ticket Takers submit all Off-Line Reporting Envelopes to Terminal Agent at the end of the shift.
Agent reviews reports and retains Off-Line Reporting Envelopes and associated paperwork in the Terminal Remittance File for two fiscal years.

6.3.2 POS BECOMES OPERABLE DURING TICKET TAKER SHIFT

If POS becomes operable before the shift ends, Ticket Takers enter the Off-Line Reporting Envelope data into POS.

1. Ticket Takers must decrement back to the scheduled departure time of the first sailing for which an Off-Line Reporting Envelope was completed.
2. Ticket Takers enter into POS the coupon totals recorded on each Off-Line Reporting Envelope.
3. When the Off-line Reporting Envelope data entry is completed Ticket Takers write initials, date, and time on the bottom of the envelope.



Ticket Taker does not begin data entry for the next Off-Line Reporting Envelope until the current one is finalized.

4. Ticket Takers advance to the next scheduled departure time repeating steps two and three. Ticket Takers continue this process until all Off-Line Reporting Envelope data has been entered.
5. At the end of the shift, Ticket Takers submit the Off-Line Reporting Envelopes to Terminal Agent.
6. Agent reviews reports and retains Off-Line Reporting Envelopes and associated paperwork in the Terminal Remittance File for two fiscal years.

6.3.3 POS INOPERABLE WHEN TICKET TAKER SHIFT ENDS

If POS is inoperable when the Ticket Taker shift ends, the Terminal Agent will enter the Ticket Taker's off-line data when POS becomes operable.

1. Ticket Takers note on bottom of completed Off-Line Reporting Envelopes "NO" to indicate data has not been entered.
2. After the last departure in the shift, Ticket Takers complete the ticket declare section of the Off-Line Declare Report (Form 27) and sign it.
3. In addition to standard documents, Ticket Takers submit to Terminal Agent:
 - Completed Off-Line Reporting Envelopes.
 - Off-Line Declare Report, Ticket Declare section completed.
4. Terminal Agent:
 - Enters Ticket Taker data when POS becomes operable.
 - Reviews reports and retains Off-Line Reporting Envelopes and associated off-line paperwork in the Terminal Remittance File for two fiscal years.

6.4 OFF-LINE STATISTICS FLAGGER FUNCTIONS

When POS is inoperable, Statistics Flaggers manually record sailing time, vessel assignment, sailing status, and overload information on the Off-Line Statistics Report. A different report is used for each route.

1. Flaggers complete one line of the Off-Line Statistics Report (Form 28) for each departure.
2. If POS becomes operable during the shift, Flaggers:
 - Enter all subsequent sailing statistics in POS as usual.
 - Enter the off-line sailing statistics at the earliest opportunity – see *Sailing Statistics* in the Reference Cards for instructions on POS entry.

3. If POS is inoperable at the end of the shift, Flagger turns the Report(s) over to the next Flagger or to Terminal Agent after the last departure in the shift.
4. Terminal Agent or Agent designee enters sailing statistics when POS becomes operable.
5. Agent retains Off-Line Sailing Statistics Report for two fiscal years.

6.5 OFF-LINE TERMINAL AGENT FUNCTIONS

When necessary, the Terminal Agent enters off-line data recorded by Sellers, Ticket Takers, and Statistics Flaggers. Employees provide the off-line data on the Off-Line Reporting Envelopes, Off-Line Declare Report and Off-Line Statistics Reports. **The Terminal Agent does not enter a Final Declare for a seller.** (See Section 6.5.2) This section includes instructions for:

- Agent Entering Seller Off-Line Data 6.5.1
- Off-Line Reconciliation 6.5.2

6.5.1 AGENT ENTERING SELLER OFF-LINE DATA

The Terminal Agent uses “back room” POS device to enter off-line Seller data as follows:

1. Terminal Agent selects OFF-LINE SALES from the menu.
2. Terminal Agent enters the date and Seller ID. Agent may enter data for any sales day that has not been closed.
3. Terminal Agent enters sales recorded by the Seller from the Off-Line Reporting Envelopes. When report entry is completed, Agent writes the date and time of entry on the bottom of the envelope and initials it.
4. Terminal Agent enters Charge Account Documents and manual bankcard receipts included in the Off-Line Reporting Envelope. Charge Account Documents and manual bankcard receipts are entered individually by departure.
5. When off-line entry is completed for a departure, Terminal Agent attaches POS receipt to the Off-Line Reporting Envelope. Individual subtotals are available for later verification.

6. Agents submit all (used and voided) receipts with the Off-Line Envelopes to Internal Control for Off-Line analysis.
 7. Internal Control returns all submitted paperwork to the Agents.
 8. Agent retains Off-Line Reporting Envelopes with associated paperwork in the Terminal Remittance File for two fiscal years.
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6.5.2 OFF-LINE RECONCILIATION

If POS is inoperable at the end of the Seller's shift, the Seller cannot enter a Final Declare. The Terminal Agent does not enter a Final Declare for a Seller. During nightly processor reconciliation, POS creates a Final Declare of zero for Sellers who have not made Final Declares. The Terminal Agent cannot reconcile the Seller's remittance until after this zero declare has been created.